

**Jefferson County
Position Description**

Name:		Department:	Sheriff Office
Position Title:	Communications Operator I	Pay Grade:	4
		FLSA:	Non-Exempt
Date:	May 2015	Reports To:	Communication Supervisor

Purpose of Position

The purpose of this position is to receive emergency and non-emergency calls, prioritize situations, advise callers, and dispatch assistance, as necessary.

Essential Duties and Responsibilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Receives, assesses, and responds to 9-1-1 and non-emergency calls.
- Communicates to law enforcement, fire, emergency medical services and other necessary agencies through multi-line computer operated telephone and multi-channel radio system.
- Documents all requests for service in computer-aided dispatch program.
- Interprets incoming messages from state and nationwide linked computer system and takes action.
- Updates records in state and nationwide database.
- Accesses local and state database systems, in-house records, and other agencies to verify and/or provide information as requested by law enforcement.
- Responds to court notifications and processes requests.
- Manages digital audio recording system and maintains reference library of recordings.
- Tests radio, paging and outdoor warning sirens.
- Monitors weather phone and teletypes for alerts and broadcasts information.
- Adheres to and promotes safety as a priority in the workplace.
- Performs other duties as assigned or as may develop.

- Complies with County HIPAA Policies and Procedures, if applicable.
- Demonstrates dependable attendance.

Additional Tasks and Responsibilities

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

N/A

Minimum Training and Experience Required to Perform Essential Job Functions

High school diploma with 2-3 years' customer service experience or any combination of education and experience that provides equivalent knowledge, skills, and abilities. Proficiency in data entry.

Other Requirements

Mental Ability: Ability to remain calm and make quick decisions in crisis situations.

Work Environment: Required at times to work under high levels of stress for long periods of time.

Training (post-employment):

- Completion of Time System Operator Training Part I and II
- Certified in CPR/AED at "Heartsaver" level within 6 months of employment
- Completion of the current required FEMA Courses

Jefferson County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Employee's Signature

Supervisor's Signature

Date

Date